Helping seniors connect to the digital world.

Seniors Can Connect!

Seniors Can Connect! is a program designed to combat senior isolation through the provision of devices and digital literacy training for seniors and the organizations that support them. Seniors Can Connect! meets individuals wherever they are in their digital development. Through technology mentors, the program offers an individual approach to learning and readily available support to integrate technology into the daily lives and routines of seniors, as their circumstances require.

This program is carefully designed so that seniors and organizations who wish to empower their senior clients with devices feel supported from day one. Whether you are an organization that wants to reach more seniors with your virtual programs, or a senior citizen ready to get online for the first time, Seniors Can Connect! can help you achieve your technology goals.

We work with local community partners to deliver Seniors Can Connect! via two approaches:

Personal Path:

Community Enablement:

Seniors in each community receive a pre-configured device for their individual use and accompanying technical mentorship to learn at their own pace. Participants build baseline digital literacy skills and confidence over time, with the goal of becoming empowered digital citizens.

Organizations receive tablets setup for multiple users to increase the reach of their online programs. Devices can be shared amongst the organizations' community, and the organization receives training to build their in-house capacity to support seniors who wish to connect to their programming with the devices provided.

Personal Path

Program Details:
Program Duration: Up to 6 sessions of technology mentorship plus additional support as needed, over 12 weeks.
# of Participants: program is offered to 5 participants at a time
Learning approach: one on one mentorship sessions with participants

Local Community Partners (LCPs) must request the Personal Path model on behalf of seniors in their care.

Program Description:
Seniors in each community receive a device for their individual use and receive one-on-one instruction to achieve their technology goals and learn at their own pace. This program is to support seniors in achieving one or more personal goals via building new technology skills, for example learning how to connect to family online. A personal learning path will be developed for program participants and they will progress through this via remote, one-on-one learning sessions with technology mentors. Pre-configured devices with specific software allows technology mentors to show seniors how to navigate the tablet and its applications, even from afar.

Each senior will receive a tablet and sessions will be scheduled at mutually convenient times for up to 6 learning sessions. In the first session, the technology mentor establishes the existing technical proficiency of the participant, familiarizes the senior with their device, and guides goal setting for the remaining support sessions.

Each device will come with 3GB of data to ensure the remote sessions with technology mentors can occur even without WIFI. Tablets are also preconfigured for the participant with any accessibility features required and in the language of their choice.

Device Donation Requirements:
Throughout the program, we 'lend' the tablets because we take responsibility for maintenance and security. The goal is that seniors become comfortable and confident to keep the device after the supported learning program. Provided this is the case and tablets are indeed being used, the tablet can be donated to the senior.

Outcomes:
The Personal Path allows seniors to integrate technology into their regular routine and solidify their skills and confidence over time. Seniors will increase their digital literacy skills in their area(s) of choice. Technology mentors help a senior to define their needs and explore applications of technology they may not have been aware of. Often participants will choose to focus their learning in one or more of the following areas:

- Video Conferencing (for connecting with the community, participating in recreational programming, attending online appointments, etc.)
- Email

- Social Media
- Listening to Music
- News & Current Affairs
- Games
- Weather & the Environment
- Internet browsing and searching information online (e.g. health & medical, food & cooking, fitness)
- Using Pinterest to support creative pursuits like crafting, knitting, woodworking, etc.
- Online learning and other learning opportunities such as language skills

LCP Responsibilities:
Responsibilities of LCPs throughout the program include:

☐ Facilitating participant registration and working closely with the SCC! coordinator for successful participant intake according to the program schedule. Specific responsibilities and approximate timelines are as follows:
  - o Identifying prospective program participants during the application phase (**September 14th-30th**). Organizations should be confident that participants identified would use the device at least 8 hours per month.
  - o Upon program award, assisting in participant registration: providing the names and contact details of participants, and assisting in setting up individual user accounts (email and Apple ID) for the participants - instruction and support provided by SCC! - **between October 8th and 12th**.
  - o Supporting in device distribution **between October 12th and 16th**.

☐ Coordinating the first session with a technology mentor and each program participant in a timely manner.

☐ Providing a dedicated employee that will work with the SCC! delivery team as required.

☐ Responding to a short summary feedback form after the first month of the program, as well as a more comprehensive feedback form at the end of the program.

Community Enablement

Program Details:
Program Duration: Up to 6 training/ support sessions for organizations, over 12 weeks
# of Devices: 5 preconfigured, accessible devices are provided
Learning approach: one-on-one training for one or several designated organization personnel to build internal support capacity

Local Community Partners (LCPs) apply for the Community Enablement model for their organization.

Program Description:
This program is for organizations to enable the delivery of their programs and services remotely to their community, and to enable individual access and participation of community members. Organizations will receive a batch of 5 tablets which are set up for multiple users with Zoom installed as a video conferencing tool. Devices are administered by organizational staff, are rotated throughout the community, and sanitized between uses. Training is provided to organization personnel (either staff or volunteers) to build internal capacity to support the community in adopting technology and accessing the programs and services. Pre-configured devices with specific software (MDM) enables remote training.

Nearly any type of programming or service can be supported in the Community Enablement model (leisure/ recreation, health and fitness, education, counselling/ support services, etc.). The devices provided will help the organization connect with seniors in their communities via Zoom. Training has the goal of building capacity in-house by providing volunteers or staff with the skills to teach and support seniors to use the provided devices. The designated personnel will learn:

- How to navigate and use the specific model of device their community has received to connect to programming remotely.
- How to teach seniors in their community how to effectively participate in and administer Zoom videoconferences including how to connect to Zoom, how to invite others to a Zoom meeting, how to activate/deactivate the camera and mic, how to rename themselves, and how to sign in and out of a Zoom meeting, etc.
- Senior-specific learning approaches to successfully achieve these specific goals.
- How to address common challenges seniors may face in the context of the community's implementation of Seniors Can Connect! and how to approach these.
- How to maintain the devices (i.e. updating the device.)

The designated personnel can request additional support to help navigate specific user or community challenges that present as they implement or broaden the reach of their virtual programs and services. If over and above the included training/ support sessions, these requests will be accommodated as possible.

Each device will come with 3GB of data to ensure the remote training sessions with technology mentors can occur even without WIFI. Tablets are also preconfigured in the language required and with specific accessibility features requested for the community.

Device Donation Requirements:

Throughout the program, we 'lend' the tablets because we take responsibility for maintenance and security. The objective of the program is to enable seniors to connect with the community and participate in community-led programming. Provided this goal is being met, at the conclusion of the program the tablets can be donated to the community. Communities keep the devices if they can demonstrate:

- They are actively using the tablets for their online programming during the 12 weeks
- They have the internal capacity to support the devices for the context of the programming (training provided as part of the program) or can pay for external support (to be negotiated on a case by case basis)
- They can manage all liabilities related to devices including insurance and device upgrades

*As part of device hand-off, the MDM software will be removed. If an organization finds that this software is useful to support its community remotely and would like to keep it, it may opt to pay the software licencing fee and keep the software installed on its donated devices. The training sessions can be used to instruct designated personnel on the software.

Outcomes:
Community organizations will be able to increase the reach of their own programming via digital tools and recipients of their programming will have increased access to participate. Recipients accessing the community programming/ services will be able to participate despite physical distancing measures in place because of a pandemic, epidemic or local health outbreak. They will also be able to overcome other barriers to access such as mobility, financial and transportation impediments. Most importantly, organizations will build capacity to support remote program delivery and senior digital literacy development themselves.

LCP responsibilities:
Responsibilities of LCPs throughout the program and corresponding timelines (approximate) include:

☐ Supporting in device distribution **between October 12th and 16th**.

☐ Ensuring that designated personnel attend one or more training sessions so that they can effectively support seniors in the community with their digital programming (**to begin the second half of October**).

☐ Coordinating tablet sharing and sanitizing the device between each use, and collecting feedback for the delivery partners to ensure that seniors are as well served as possible

☐ Submitting the feedback forms as well as a comprehensive report at the end of the program.